



AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1991 ("ADA"), **Harris County** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of **HARRIS COUNTY**, should contact the office of the **ADA Coordinator** as soon as possible **but no later than 48 hours before** the scheduled event.

Please note that the ADA does not require **Harris County** to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a facility, activity, program, or service of **Harris County** is not accessible to persons with disabilities should be directed to the **ADA Coordinator**.

The complaint should be in writing and contain information about the alleged violation. The complaint must contain the name, address, and phone number of the complainant and the location, date, and description of the problem. A complaint may be sent by post or email. Alternative means of filing complaints such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation.

Contact the ADA Coordinator at:
Gracie Guillen
Harris County Human Resources & Risk Management
1310 Prairie, Suite 230
Houston, Texas 77002
Email: HRRMHCADACoordinator@bmd.hctx.net
713-274-5419 or 713-274-5427



7-1-1 (TTY, VOICE, AND ASCII USERS); 1 800 RELAYTX (TTY); 1 800 RELAYX1 (ASCII); 1 800 RELAYVV (VOICE); 1 877 VCO1RTX (VCO); 1 800 662 4954 SPANISH (RELAY, TRANSLATION); 1 877 826 9438 (REDUCED TYPING SPEED FOR DEAF/BLIND/VISUALLY IMPAIRED); 1 877 826 6607 (SPEECH TO SPEECH); 1 877 826 6608 SPEECH TO SPEECH/VCO) *The caller is charged regular applicable rates.

COUNTY NOTICE OF ADA GRIEVANCE PROCEDURE

Harris County has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the United States Department of Justice regulations implementing Title II of the Americans with Disabilities Act ("ADA"). Title II states, in part, that "no otherwise qualified disabled individual shall, solely, by reason of such disability, be excluded from participation in, be denied the benefits of or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to: **The ADA Coordinator; 1310 Prairie, Suite 230; Houston, Texas 77002; (713) 274-5419 or (713) 274-5427** or email at: HRRMHCADACoordinator@bmd.hctx.net whom Harris County has designated to coordinate Harris County's ADA compliance efforts and who is referred to in these procedures as the "ADA Coordinator."

1. A complaint may be filed orally or in writing. An oral complaint will be reduced to writing by the ADA Coordinator and should be provided to the complainant for signature. The complaint should identify the name of the person filing it (the complainant) as well as the complainant's address, and briefly describe the alleged violation of the regulations under Title II of the ADA.
2. A complaint should be filed within ten (10) business days after the complainant becomes aware of the alleged violation. In cases of employment related ADA complaints, the procedures established by the Grievance Procedure for Harris County employees will be followed where applicable.
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted as directed by the ADA Coordinator. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator. A copy shall be forwarded to the complainant no later than twenty (20) working days after its issuance.
5. The ADA Coordinator shall maintain the files and records of Harris County relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be submitted within seven (7) calendar days of the original determination to the ADA Coordinator. The ADA Coordinator shall consider the complainant's request for reconsideration. The request shall be considered denied if no action is taken within ten (10) days after the date the ADA Coordinator received the request for reconsideration.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Harris County complies with the ADA and implementing regulations.